

I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS.

VRS is not a luxury nor is it an enhanced service over TTY relay service. VRS is the appropriate telecommunication mode for me considering ASL is my native language and I express and receive information better than english language. Especially when I have to make important phone calls to my doctor or mortgage loan officer, it is important that I understand the information fully for my safety and legal protection.

The VRS is te most functional equivalent system for me compared to hearing people accessing communication via the conventional telephone system in terms of language processing, thought processing, ease of communication, and time-wise.